ROBERT SMITH

Risk Specialist

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SUMMARY

Risk Specialist professional with proven leadership, interpersonal, and performance improvement skills, with successes in financial management and program development. Extensive training in management and business disciplines. Additional strengths include excellent verbal and written communication skills Advanced analytical skills Strategic planning Profit and loss accountability Project management Operations, multi-site experience Team development Relationship building Human resource management.

SKILLS

Microsoft Outlook, Collections, Customer Service, Data Entry.

WORK EXPERIENCE

Risk Specialist

ABC Corporation - 2011 – 2013

- Reduced medical error through cause analysis utilizing multiple analytic tools.
- Mentored clinical managers on safety event reviews.
- Drafted action plans based on the type of error(s) identified.
- Assisted in department and hospital high-reliability process development.
- Prepared scorecards and safety reports.
- Conducted 2 surveys; mid-year and year-end customer surveys to gauge customer satisfaction.
- Conducted year-end lessons learned sessions to promote customer feedback on both the PRA and NPMIG program processes.

Risk Specialist

Delta Corporation - 2008 – 2011

- Assist callers with reporting suspected ethics and compliance violations or work-related concerns Document unethical or questionable behavior and .
- Used financial analysis to see what option best fits the customer Processed payments over the phone Cured delinquent accounts to limit companys .
- Answer telephone calls from clients concerning compliance and ethical issues and documenting the information into the form of a professionally .
- Home Loans Compliance and Credit Policy Control Monitoring Accomplishments Earned the Assurance One Award for reducing Credit Policy Controls from .
- Partner with internal customers to perform internal audits for approximately 30 processes for Auto and Home Loan departments.
- Execute risk assessments, establish controls, and develop test plans; ensuring operational and credit policy management practices are well controlled .
- Review customers account(s), explain adverse action decisions to the customer, review accounts and applications to determine risk in assessing .

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SCHOLASTICS

- Masters In Business Administration

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